

Date 30-Jan-26

Emp Yusuf Metar

Emp ID SF0010584

A-H Ahmedabad Gujarat

Subject : SCN Answering for Khambhat Branch Not Happen Closing Cash Zero on 28th Jan-26

on January 28th, I received an email from Mukesh Sir at 8:20 AM. I immediately informed the Branch Manager (BM) at 8:30 AM, and everyone, including the Khambhat BM, confirmed ok for deposit.

All branches except the Khambhat branch completed their closing procedures and zeroed out their accounts by 8:30 PM.

However, the Khambhat branch manager was trying to deposit money time into the CDM machine between 7:00 PM and 8:00 PM, but due to a technical issue, the deposit didn't go through. He then proceeded with the End of Day (EOD) process without confirming the deposit.

When I called at 8:30 PM for confirmation, I was informed that the deposit hadn't gone through and that the EOD process had already been advanced.

I contacted the operations team to reverse the EOD, and I also sent an email, but Manish Sir said that it was too late and it wouldn't be possible to reverse it.

Later, by 9:00 PM, the total amount had been deposited into the CDM machine in two parts, and the accounts were zeroed out. However, due to the EOD process having already been advanced, the system didn't reflect the zero balance.

sorry sir i have caring in future

Metar Yusuf



30/01/26